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GOVERNOR'S OFFICE
OF EMERGENCY SERVICES





CA 9-1-1 BRANCH UPDATES

Presented by

**California 9-1-1 Emergency
Communications Branch
(CA 9-1-1 Branch)**

May 4, 2017



OPERATIONS MANUAL UPDATES

Chapter 3

- ❑ For new PSAPs
 - ❑ Call minimum set at 1200 calls per month
 - ❑ Content of PSAP request letter updated

Chapter 8

- ❑ Text-to-9-1-1 deployment activities

Update to CPE Funding Model (2nd Quarter 2017)

- ❑ Based on CPE contract award



NEW CA 9-1-1 BRANCH ADVISORS

- ☐ **Curt Guillot**
- ☐ **Yvonne Winn**
- ☐ **Theresa Fryer**
- ☐ **Pavel Kioroglo**

**Please refer to the CA 9-1-1 Branch Directory for
contact information and assigned Counties**

CA 9-1-1 BRANCH STRUCTURE

California 9-1-1 Emergency Communications Branch

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31-Placer
34-Sacramento
37-San Diego
39-San Joaquin
40-San Luis Obispo
42-Santa Barbara
46-Sierra
50-Stanislaus
55-Tuolumne
56-Ventura
57-Yolo
97-Cal Fire (statewide)

04-Butte
06-Colusa
10-Fresno
11-Glenn
14-Inyo
15-Kern
16-Kings
18-Lassen
20-Madera
22-Mariposa
24-Merced
25-Modoc
26-Mono
30-Orange
32-Plumas
45-Shasta
47-Siskiyou
51-Sutter
52-Tehama
53-Trinity
54-Tulare
58-Yuba

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Wireless & Emerging

Technologies

STATEWIDE CONTRACTS

Prior CPE Contract

- ☐ Expired December 31, 2016

New CPE Contract

- ☐ Evaluations finalized January 2017
- ☐ Expected award 2nd quarter 2017

Foreign Language

- ☐ Current State contract expires 5/31/17
- ☐ Extension to 10/31/17 in process
- ☐ New contract to be awarded in that timeframe

NG9-1-1 Requests For Offer

NG9-1-1 Core Services Contract

- ☐ In place February 13, 2017
- ☐ Transition CALNET 2 services to this contract
- ☐ First project is the replacement of current services in what was the Northeast E9-1-1 Grant Project area (13 counties/36 PSAPs)
- ☐ Second project: Pasadena RING (8 PSAPs w/ESInet)
 - ☐ Requests for Offer (RFO) have been issued
 - ☐ Awards expected in May and June

TEXT-TO-9-1-1

Current Deployment Status

- ❑ CSU Long Beach Police Department , San Bernardino and part of Riverside County, Richmond PD are live with all four major Wireless Service Providers (WSPs) – web based client
- ❑ Santa Cruz Regional 9-1-1 live all four WSPs – web based client
- ❑ Butte County is live with all four WSPs – integrated client
- ❑ Los Angeles County partial deployment 16 PSAPs live with all four WSPs – web based client
 - will make public announcement once entire county is live
- ❑ Monterey County tested all four WSPs will go live late 2nd quarter – web based client
- ❑ Working with several other counties for countywide deployments

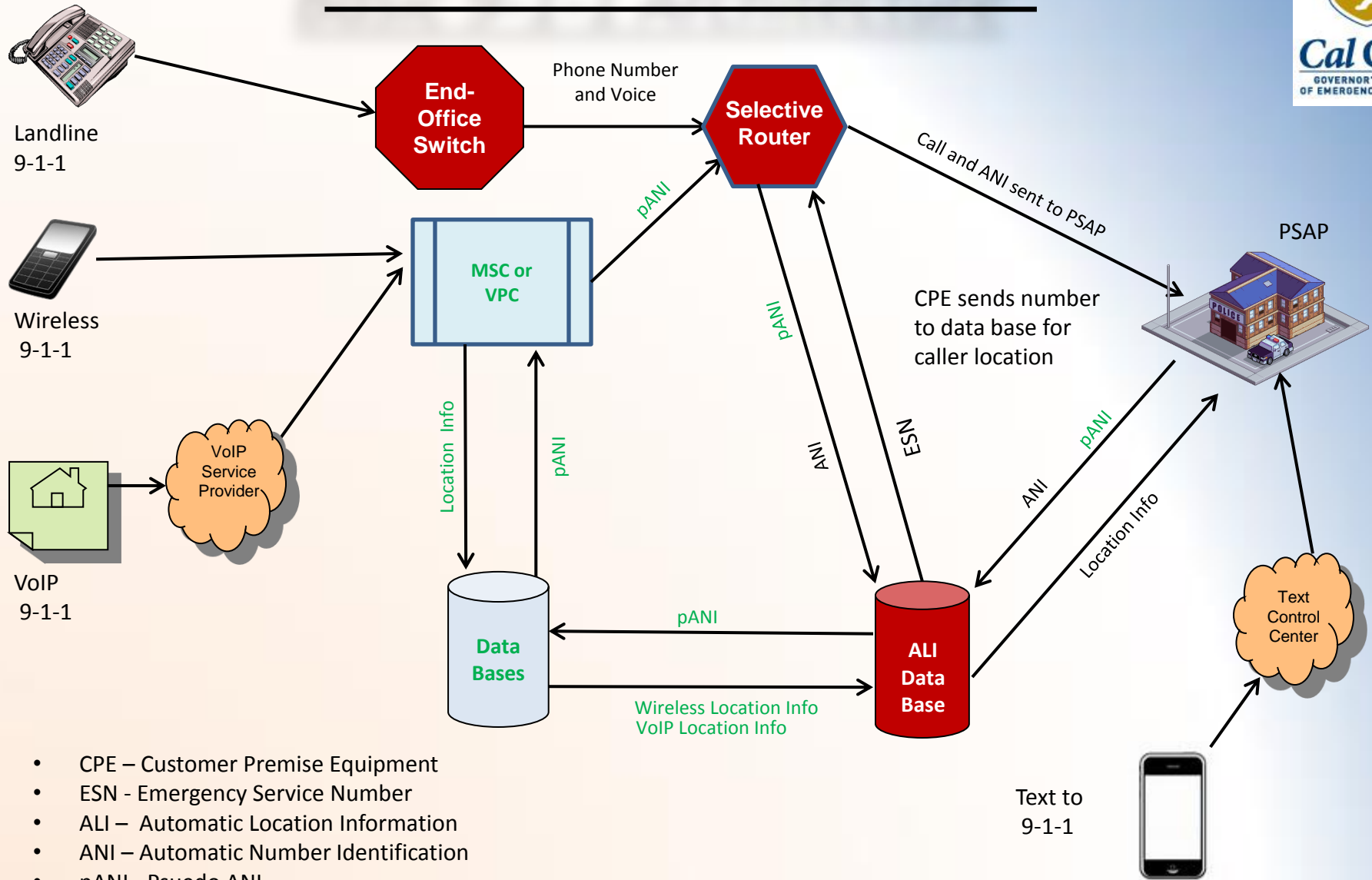
Quick Peek at Next Generation 9-1-1 Design for California



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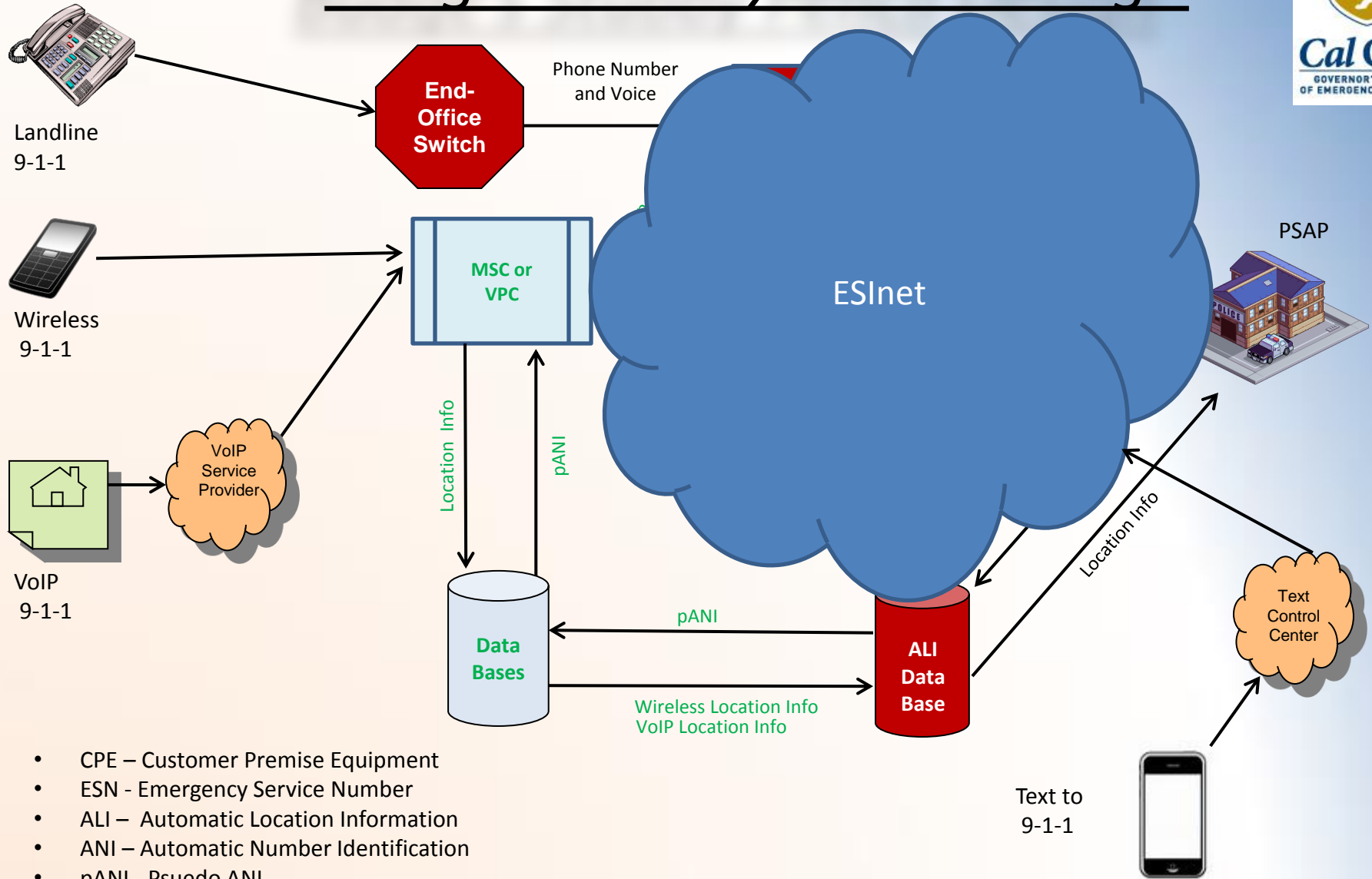
- ❑ Multiple Regional ESInets are likely
- ❑ Critical Design Components
 - ❑ Open Architecture – Multi-Vendor
 - ❑ Security and system monitoring
 - ❑ Flexibility to accommodate new technology
 - ❑ No single point of failure
 - ❑ Dynamic routing
 - ❑ Driven by operational requirements of PSAP

Basic 9-1-1 Architecture



- CPE – Customer Premise Equipment
- ESN - Emergency Service Number
- ALI – Automatic Location Information
- ANI – Automatic Number Identification
- pANI - Psuedo ANI
- VoIP – Voice over IP
- MSC – Mobile Switching Center
- VPC – VoIP Positioning Center

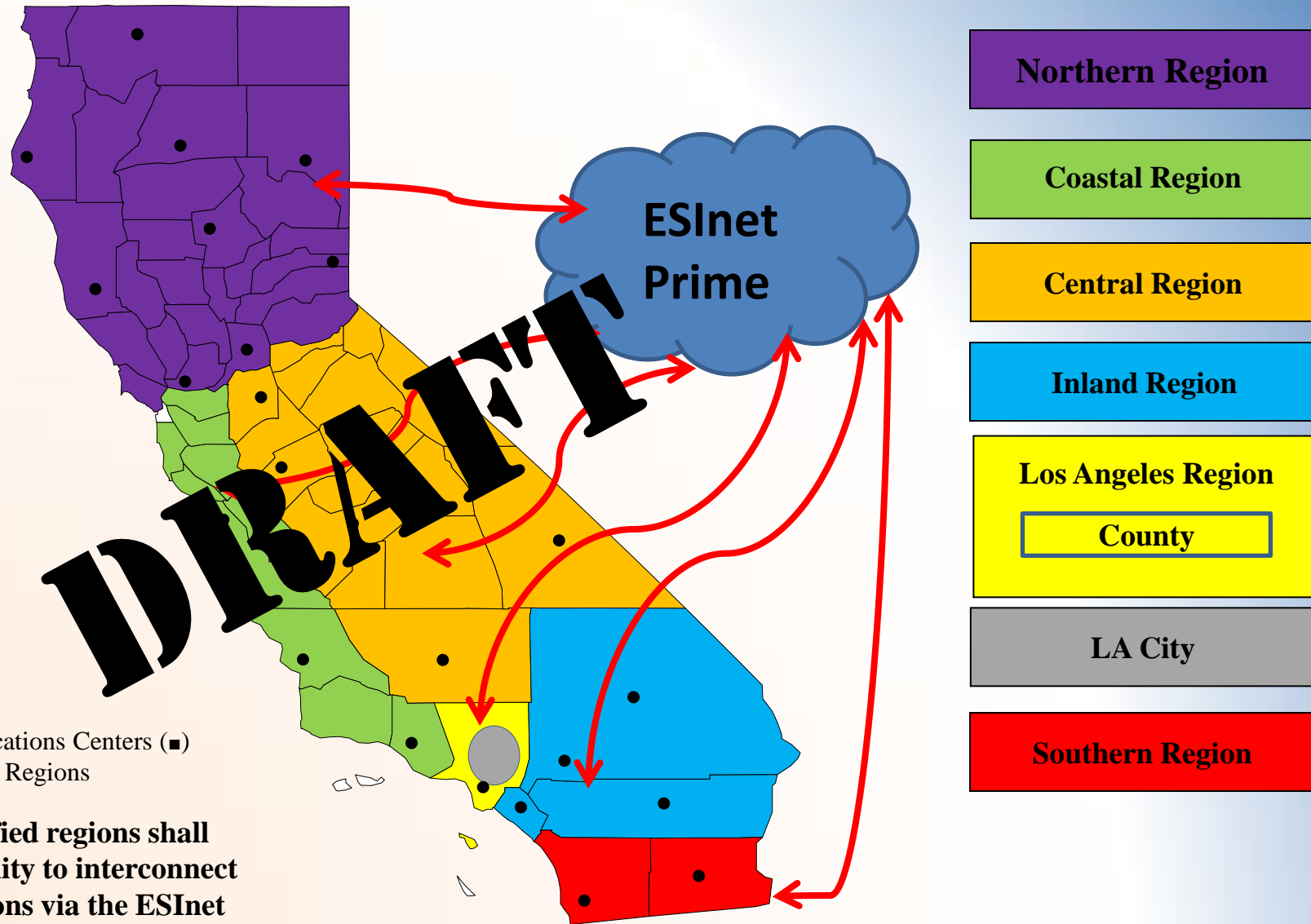
Budge's Stubby Pencil Design



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State of California

NG911 ESInet Statewide Regional Map



Map Depicts:
-58 Counties
-24 CHP Communications Centers (■)
-7 Defined ESINET Regions

All seven identified regions shall have the capability to interconnect to all other regions via the ESInet Prime.

Aligning Roles

State (Likely Roles)

- ☐ Develop regulations and requirements
- ☐ Coordinate ESInet interconnections
- ☐ Procure and monitor network(s)
- ☐ Ensure contracts support NG 9-1-1 ESInet functionality

PSAP (Likely Roles)

- ☐ Participate in Working Groups
- ☐ Regionalizing GIS platforms/data
- ☐ Identify alternate answer needs (Dynamic Routing)
- ☐ Governance Needs: MOU, JPA.
- ☐ Voice concerns early

Next Gen9-1-1 Implementation Timeline



- Transition Plan completed – June 30, 2017
- First Regional ESInet
 - Northeast Project - Contract Award by May 2017
 - Pasadena RING – Contract Award by June 2017
- PSAP Discussions – July, 2017
 - Bay Area July 14th
 - Sacramento July 17th
 - Northern July 19th
 - Southern July 21st
- Vendor Discussions – Mid August
 - Goal is to schedule individual meetings with each vendor



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QUESTIONS